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**IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE**

Attorney Docket No.: **Bell-19 (00-V22.39)**

Appl. No.: **09/596,466**

Applicants: **Craig L. REDING, Suzi LEVAS**

Filed: **June 19, 2000**

Title: **METHODS AND APPARATUS FOR PROVIDING TELEPHONE  
SUPPORT FOR INTERNET SALES**

TC/A.U.: **2642**

Examiner: **Hector A. Agdeppa**

Mail Stop: **AF**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE**

Sir:

This response is submitted in reply to the Final Office Action dated **February 4, 2004**, please amend the above-identified application as follows:

No amendment to the claims have been made. However, a complete listing of the claims is included beginning on page 2 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.